



South West Sydney Ageing Forum

A Network of Services Working Together to Support Older People and their Carers to remain Independent in the Community

www.supportservices.org.au

Tuesday 4 February 2025

Lurnea Community Hub - Multipurpose Room

Chairperson: Paola Jamett-Caru

Minutes: Lisa Lam

Attendees: See attachment

Apologies: Lisa Maunsell, Amy Marshall

The acknowledgment to Country was provided by Uncle Dennis Smith from the Elders Coffee Club as well as Paola Jamett-Caru, followed by housekeeping.

1. Guest Speaker – Liverpool Elders Coffee Club

The forum welcomed special guests Aunty Lexie Carroll, Uncle Dennis, Aunty Ann from Liverpool Elders Coffee Club and Michael Anderson from Liverpool City Council. Aunty Lexie and the group introduced the Liverpool Elders Coffee Club. Aunty Ann shared a deeply personal experience of a different kind of lockdown her family endured when her grandson was hospitalized with aplastic anemia. During that time, the family was not allowed to go out, and her two older grandchildren had to be home-schooled. As a result, when COVID-19 lockdowns began, they were already familiar with the challenges of isolation. Drawing from their experience, Aunty Ann and her family were able to support friends who were struggling with lockdown for the first time. They stayed connected through online exercises and took turns calling each other for support.

In June 2020, 5 friends decided to break out of covid to meet face to face in a safe environment of an open park space. There was no community organisation offering a safe space for people to gather and converse. Five years later, the group continues to thrive, meeting every Friday at Casula Parklands from 9am to 2pm, with winter hours from 10am to 1pm. The club is open to all, and the venue is fully accessible. For more information, please refer to the attached minutes.

Aunty Lexie requested that, when organising a forum or community event, the venue be carefully assessed to ensure it is more ability inclusive and easier to navigate. She emphasized the importance of organising outings that take people outdoors, rather than simply holding activities like arts and crafts indoors at a community center.

For further information on the Liverpool Elders Coffee Club, you can contact Uncle Dennis on docsmith@optusnet.com.au

2. Confirmation of Previous minutes

Paola provided a summary of the previous minutes from the December face-to-face planning meeting. A discussion item was noted, requesting more time for networking, which has since been implemented.

The previous minutes were accepted by Krystle Sands and seconded by Eunice Sansour.

Attendees took turns introducing themselves, beginning with the Executive team, who shared their names and roles. This was followed by the participants, who introduced themselves and the organisations they represent.

Sector update - Krystle Sands, CHSP SSD Coordinator

Please see attached presentation notes supplied.

CHSP Futures Online Conference – 25 & 26 March 2025.

Registration now open: [CHSP Futures Online Conference: Reimagining CHSP Together](#)

3. Care Finder Program – The Benevolent Society

Jacqueline Andres and Tina presented the Care Finder Services from the Benevolent Society offering face-to-face support for vulnerable older individuals, helping them connect with My Aged Care, access aged care services, secure safe housing, and other relevant community supports.

Please see attached presentation notes supplied.

Key points:

- Care Connector can meet at a place and time of their choosing including parks or community centres, does not have to be at their place of residence.
- Eligibility – Australians over 65 years or 50 years of age if Aboriginal Torres Strait Islander. 50 years and older or 45 years + Aboriginal Torres Strait Islander who are low income and are homeless or at risk of homelessness.
- Care Finder service area are Fairfield, Bankstown, Campbelltown and Liverpool.
- If client is not in the demographic, then the Care Connector staff will assist in referring the client to a more suitable program and/or service.

4. General Business

New Registration Process

Krystle Sands provided an update on the new registration process, which will now be managed through Humanitix. This system allows the Executive team to collect dietary requirements, streamline the sign-in process, and share important information.

It is a mandatory requirement for the Executive team to maintain attendance records, as this data is required by the federal government.

Sandra Loyola-Sandoval reminded participants to register on the Support Services website: <http://supportservices.org.au/sws-ageing-forum/>. The website provides updates, allows users to download and upload information, and includes minutes from the forums. It is managed by IDC, and for any website-related questions, please contact Eunice Sansour.

Sandra shared information about the Volunteer and Work Experience Expo, scheduled for May. Final details will be provided once confirmed. Organisations that offer volunteering or work experience opportunities are invited to participate. Sandra will be sending out an expression of interest for those interested in joining the expo, which provides exposure to over 300 community members, networking opportunities, and connections with other services. For more information, visit the Support Services website, which also sends an automatic mail-out to members every Friday

Stepping on – Fall Prevention Program

Benjamin Wong from Catholic Healthcare provided information about the Stepping On program, a free, seven-week, face-to-face initiative designed to help individuals maintain their independence and educate the community on reducing the risk of falls.

The first session was held last Friday at Narellan Library and was a great success, with 14 participants attending. A flyer was available to the attendees.

Key points:

- To register contact Benjamin Wong 0403 645 072 or bwong@chcs.com.au
- Aiming to start mid-February to end of February
- Servicing LGAs of Bankstown (not Canterbury), Fairfield, Liverpool, Campbelltown, Camden, Wollondilly and Wingecarribee.
- To be eligible, participants must:
 - Be living independently
 - Be able to move independently (walking frames are permitted however still need to be moving independently)
 - Have cognitive ability

The meeting closed at 11:45am.

Next meeting 1 April 2025 (Online – Microsoft Teams)

SWS Ageing Forum Executive		
Eunice Sansour	Krystle Sands	Simone Lucidi
SWS Sector Support Development Manager Inclusive and Diverse Communities 0451 172 53 ssdo@tmn.net.au	Sector Support Development & Training Macarthur Disability Services (02) 4621 8400 Krystle.sands@mdservices.com.au	Business Development & Community Engagement Manager Leigh Place Aged Care (02) 8522 5800 simone@leighplace.com.au
Lisa Lam Danielle Taylor	Paola Jamett-Caru	Sandra Loyola-Sandoval
Community Projects and Partnerships Officer (Ageing, Disability and Gambling) Fairfield City Council (02) 9725 0441 llam@fairfieldcity.nsw.gov.au dtaylor@fairfieldcity.nsw.gov.au	Community Development Worker Aged and Disability Liverpool City Council (02) 8711 7408 jamett-carup@liverpool.nsw.gov.au	Community Development Officer - Ageing City of Canterbury Bankstown (02) 9707 9464 Sandra.loyola-sandoval@cbc.city.nsw.gov.au



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Information Share

Please return this completed form to Jamett-CaruP@liverpool.nsw.gov.au by the end of the meeting for inclusion in the SWS Ageing Forum Minutes.

Name: Kerri Cullen

Organisation: Latrobe Community Health Service – Homecare package Provider Sydney

Program/Position: Customer Service Officer

Phone Number: 0461 500 491

Email address: kerri.cullen@lchs.com.au

Latrobe Community Health Service provides information sessions in My Aged Care and home visits, registration and assessments.



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Name: Annett Fenton
Organisation: Australian Unity
Program/Position: MRN Social Support Groups/Project Officer
Phone Number: 0437 752 933
Email address: afenton@australianunity.com.au

Hello.

I coordinate Social Support Groups for CALD communities (Chinese, Cambodian and Middle Eastern) at Cabra Vale Diggers Club @ Canley Vale.

I am looking for **Guest Speakers** to visit our groups on Wednesdays to speak to our clients who are 65+ and older.

Thank You,

Annette Fenton

ELDERS COFFEE CLUB

In June 2020 five friends (Aunty Lexie Carroll, Darrell Fabar, Judy Fabar, Ann Smith and Dennis Smith) decided to break out of covid and meet face to face in the safe environment of open park space. We made this move because there was no organisation in the community prepared to give us a safe place where we could meet and talk as a group.

We were soon joined by Aunty Norma Shelley (who was 92 at the time) using the support of Gandangara Community Transport who undertook bringing Aunty Norma to and from our Friday meetings.



The initial location chosen was Casula Parklands because there was shelter and a large open area. We soon realised that this location was unsuitable for several reasons. There were at times large influxes of families and children using the play equipment near the shelter causing us health concerns. The shelters away from these groups, at the rear of the park, were too far away for Aunty Norma to walk the distance, and there was no vehicle access for the community bus to drop her at the rear shelters. These shelters are also a considerable distance from the amenities.

We knew of Haigh Park from previous visits there with Strong Fathers Men's Group and went to have a look at the suitability of the park. The park was suitable, but the shelter and amenities had been sadly neglected for some time and needed a good cleanup.

Dennis and Darrell undertook attending the park with generators and water blasters to give the shelter and amenities a good clean up. Darrell contacted Norma Burrows at the Council, and they followed up with higher pressure cleaners and finished off the cleanup properly and arranged regular amenities cleaning for us.

BEFORE



AFTER



Our next undertaking was a wish to clean up and replant, then maintain the garden beds around the large shelter. This was undertaken after consultation with the Norma Burrows Council Parks people who agreed to assist with the project. The Council cleared the “jungle” that had taken over the large garden bed and provided native bush tucker plants for us to transplant. Council then followed up with the pine bark mulch for weed control.

BEFORE



AFTER



We now undertake regular weeding maintenance and replanting of the gardens during the spring and summer growing seasons.

We sweep out and clean the large shelter as soon as we arrive on a Friday morning and pick up rubbish in the surrounding area.

Then came the visits from and consultations with Council and Councillors, Kari, Core Community, Community First Step, Marumali, Budyari, Water Board, Landcare, Centrelink, GLALC, Landcare. We are fully supported by these community organisations as a working group of community elders.

We were invited by consultants to take part in the development plans for Woodward Park. This input is now becoming a reality, and we look forward to the project commencing.

We were invited to contribute to the artwork for Phillips Park at Lurnea and we are a very proud group to have this project completed and our input up in lights for all to see.



Every Friday we undertake a cleanup of the Satyam Ghaat area at Lake Moore removing jewellery, resin statues, metal statues, picture frames with glass in, vitrified clay pots of all sizes, coconuts, cloth tied to trees, large amounts of cloth in the water, bracelets and general rubbish. Most of this is deposited below high tide level and contrary to the area signage. Photos of this activity are too numerous to include here.

Haigh Park and the proximity to the Georges River is very important to us culturally. The earth is our mother, and the water is our lifeblood, providing for our needs, as well as being part of our traditional clan boundaries.

In the early days we ran based on everyone bringing their own tea, coffee, hot water in a thermos and biscuits. Council have now generously provided us with a lock up power outlet and we have the convenience of using an electric kettle.

From our small beginning, the Liverpool Elders Coffee Club has become a well-recognised and respected group, comprising of Aboriginal and non-Aboriginal members all gathered for the common good.

We are supported by the community aid organisations previously mentioned, NSW Health, and Budyari Aboriginal Chronic Care Program who send their Exercise Physiologist to run an exercise program for us each week.

We have a very good working relationship with Liverpool City Council, and they provided the funding for our very distinctive group shirts

We are now supported by and have a good working relationship with Michael Anderson in his role as Community Development Worker First Nations.

We have entered a successful place getting team in the Elder's Olympics for several years and we eagerly look forward to being there again this year.

We were asked by Kari to take part in their NAIDOC - "TREATY" video in 2020.

We were asked by Liverpool Council to take part in their NAIDOC videos in 2020, 2021 and 2022.

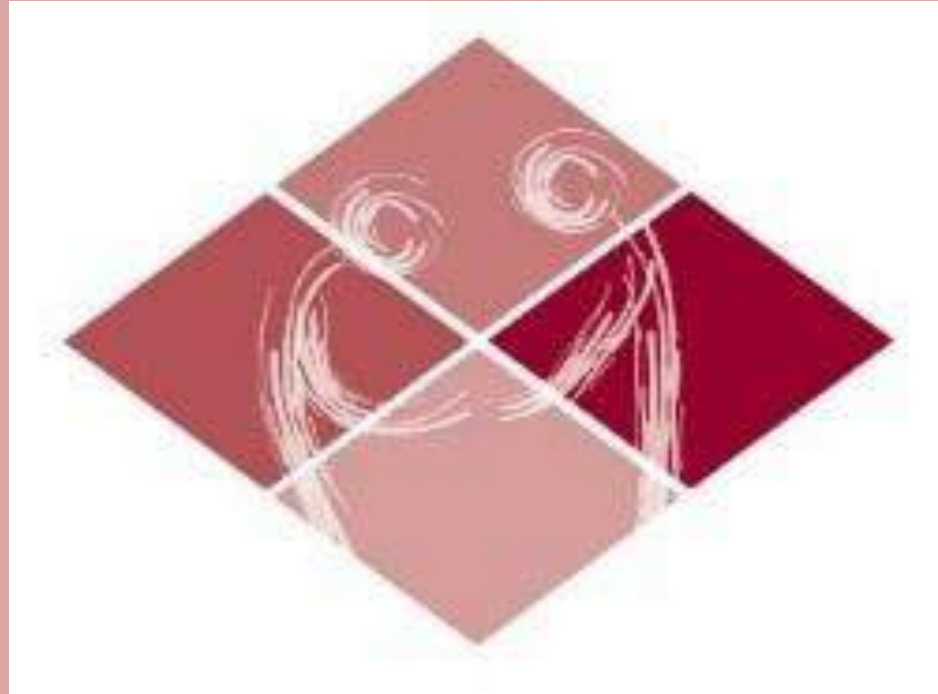
We have been the Liverpool Council NAIDOC First Nations Community Group of the year in 2023 and 2024

We have had the Liverpool Council NAIDOC First Nations Elder of The Year from our group in 2023 and 2024

We were awarded the Liverpool Council Australia Day Fraser Environment Award in 2024

THE NEWEST RESIDENTS OF LAKE MOORE AND GEORGES RIVER

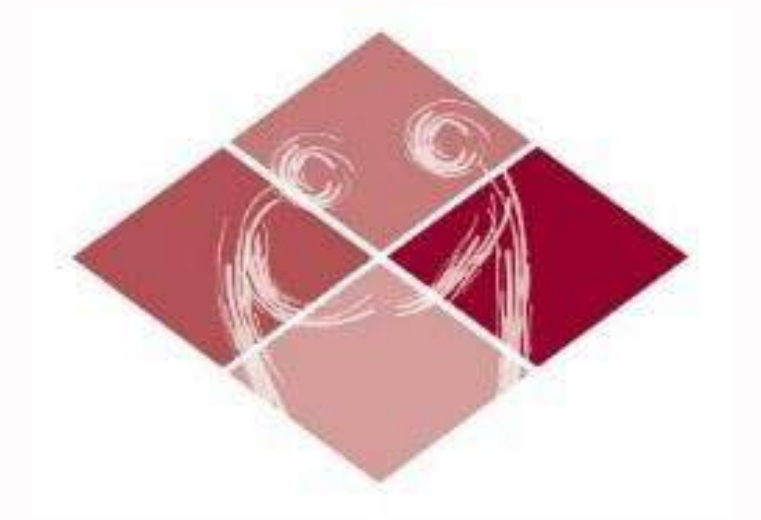




South West Sydney Ageing Forum

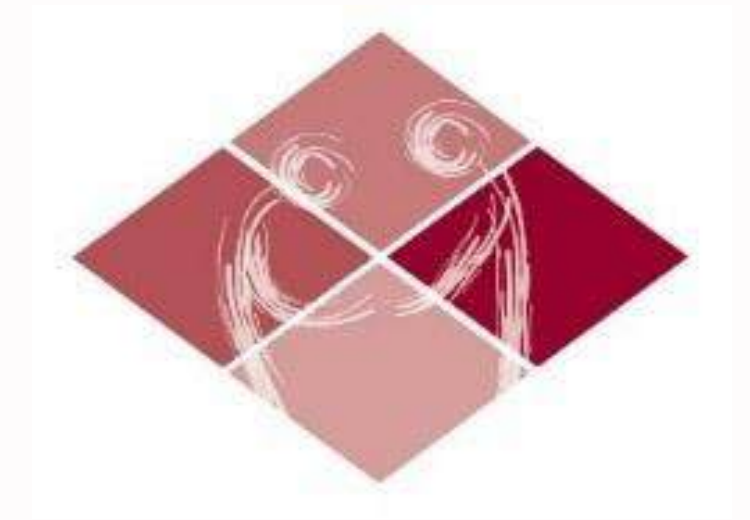
Sector Support & Development Updates

Overview



- Department of Health & Aged Care
 - Aged Care Act
 - Rules releases
 - Grants
- New Aged Care Commissioner
- Sector Support & Development Update
- CHSP Futures Online Conference

New Aged Care Act



- **New Act replaces the Aged Care Act 1997**
 - Changes to how providers deliver care
 - Ensure safe and high quality care
 - Legislation now covers National Aboriginal & Torres Strait Islander Flexible Aged Care (NATSIFAC) & Commonwealth Home Support Programme (CHSP)
- **Read about the Act**
 - [Aged care Bill 2024 and explanatory memorandum](#)
 - [Bill overview fact sheet – Plain Language](#)
 - [Bill overview fact sheet – Easy Read](#)

New Aged Care Act



<u>Chapter 1</u> Introduction	<u>Chapter 2</u> Entry into the Aged Care System	<u>Chapter 3</u> Registered providers, workers and digital platforms	<u>Chapter 4</u> Fees, payments and subsidies
Describes the purpose of the law	Who can access funded services	Outlines rules and obligations for registered providers, workers and responsible persons	Explains how funding for aged care services will work
Statement of Rights	How needs are assessed	Outlines new duties for registered providers and responsible persons as well as:	When funding will be based on subsidies and grants
Statement of Principles	Who gets priority	New duties for digital platform providers – this is new	Sets out what people may need to pay and how providers must manage this
	How people get a place to access services		Outlines means testing

New Aged Care Act



<u>Chapter 5</u> Governance	<u>Chapter 6</u> Regulatory Mechanisms	<u>Chapter 7</u> Information Management	<u>Chapter 8</u> Miscellaneous
Explains the management of the aged care system including:	Commissioner, Complaints Commissioner & System Governor's range of power to carry out their role	New rules for management information and data to protect people's privacy & provider transparency	Covers other matters to support the aged care system
System Governor (DoHAC)	How they can use these powers	Updated framework to management information	How & when regulators can act on others behalf
Inspector General of Aged Care – Reports to Parliament	Powers for getting information and issuing notices	New definition of protected information	Allows people to ask for a review by the commissioner etc
Aged Care Quality & Safety Commissioner	Banning Orders	Who can collect, use and disclose protected info & when	
Complaints Commissioner		Whistle-blower protections	

Next Steps:



- The Aged Care (Consequential and Transitional Provisions) Act 2024 – Became Law on 10 December 2024

Four (4) Key Aims

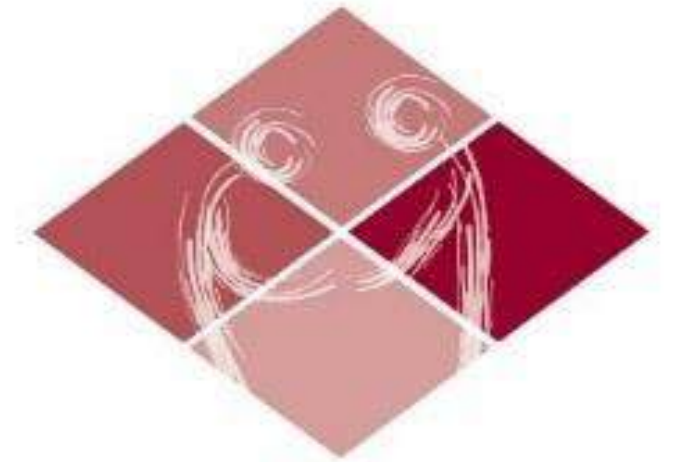
1. Make the New Aged Care Act the main set of Laws – remove old laws including – Aged Care Act 1997, Aged Care Quality and Safety Commission Act 2018
2. Update information about aged care laws to refer to the Aged Care Act 2024
3. Explain the way new laws will change from 1 July 2025
4. Change freedom of information laws, the NDIS Act 2023 and Crimes Act 1958 and Respond to the Royal Commission recommendations 77 & 88

Department of Health & Aged Care



- **Information to become available**
 - Guidance materials which will detail the system changes
 - Department to work with providers to map current client service referrals to new service list
 - Develop blueprints to outline implementation journey
 - Updated CHSP Manual – Delayed
 - Confirmation if Statement of Rights resources will be available

Rules to Support the Aged Care Act



- Consultation on the Rules
 - To improve the Rules based on what the community says
 - Make sure Rules include feedback from previous consultations
 - Find out what providers need to prepare for the new Act
- Topics by [Release timeline now available](#)
 - This includes release dates of the rules

DRAFT as at 14 November 2024 – subject to change

Aged Care Rules consultation – topics by release

Release	Published	Consultation Period
Release 1	published on 26 September 2024	consultation closed 31 October 2024
Release 2	Release 2A published on 6 November 2024	Release 2B to be published early January 2025

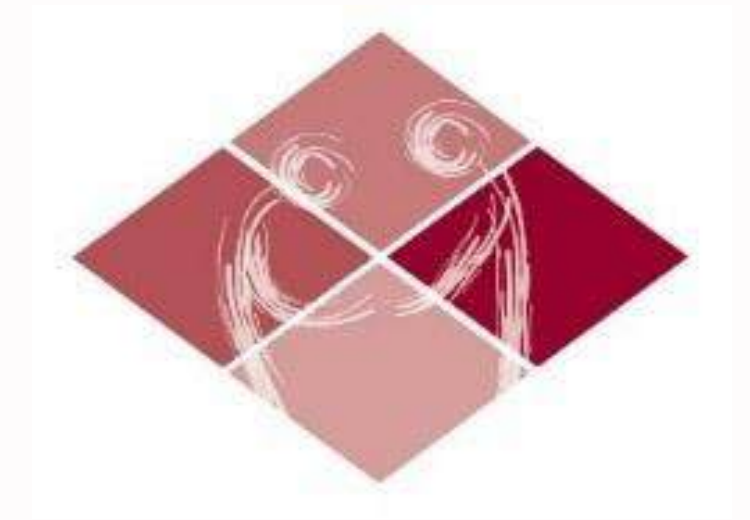
Rules that partially exist now in aged care
Aged care service list (section 8)
Care and services that will be available to people under the new Aged Care Act.

Rules that exist now in aged care
Accommodation – multi-purpose services (section 28B)
Contributions – specialist aged care programs (Div 3, Part 3, Ch 4)
Subsidies – multi-purpose services and transition care (Div 5, Part 2, Ch 4)

Rules that mostly exist now in aged care
Accommodation – mainstream residential care
Contributions – Residential care (Div 2, Part 3, Ch 4)
Means testing – Residential care (Div 2, Part 5, Ch 4)
Subsidies – Residential care (Div 2, Part 2, Ch 4)



Rules to Support the Aged Care Act



- **Release 1 – Service list**
 - Released in September 2024, closed in November
 - Summary of feedback is available on the Engagement Hub
- **Release 2 – Funding arrangements – Chapter 4**
 - Released in November 2024, closed in December
 - Feedback yet to be published
- **Release 3 – Obligations of registered providers – Chapter 3**
 - Release due in February 2025
- **Release 4 – Remaining Chapter 3, rest of the rules (Chapter 2, 5, 6, 7 & 8)**
 - Release due in March 2025

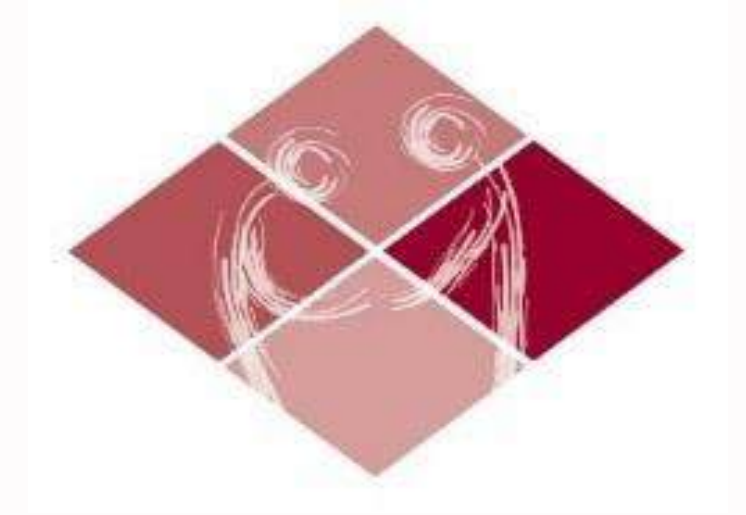
New Aged Care Act - Obligations

When the new Aged Care Act starts, CHSP providers will need to meet relevant obligations such as:

- the [Aged Care Code of Conduct](#)
- [worker screening](#)
- personal information and record keeping
- fees and payments
- [incident management and reporting](#) under the [Serious Incident Response Scheme](#)
- continuity of care
- service planning
- [complaints](#) and whistleblowers
- compliance with the [Financial and Prudential Standards](#)
- [rights and principles](#)
- [compliance with laws](#) and [regulations](#).

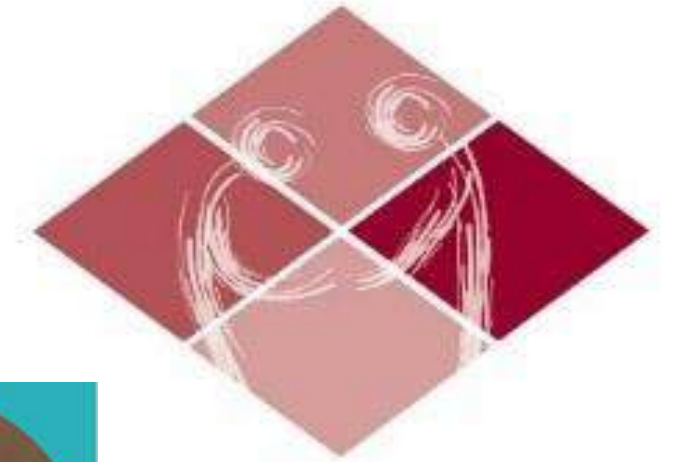
New programs to be regulated | Australian Government Department of Health and Aged Care

Department of Health & Aged Care



- **No changes to CHSP client contributions before 2027**
 - Retain current policies, be aware of and prepare for changes
 - Continue to set own client contribution policies
 - Future expectations are that the contribution framework is based on SaH aged pension means assessment.
- **Planning for the future**
 - Understand new SaH means testing framework
 - Consider implications of the new framework to your organisations business needs.

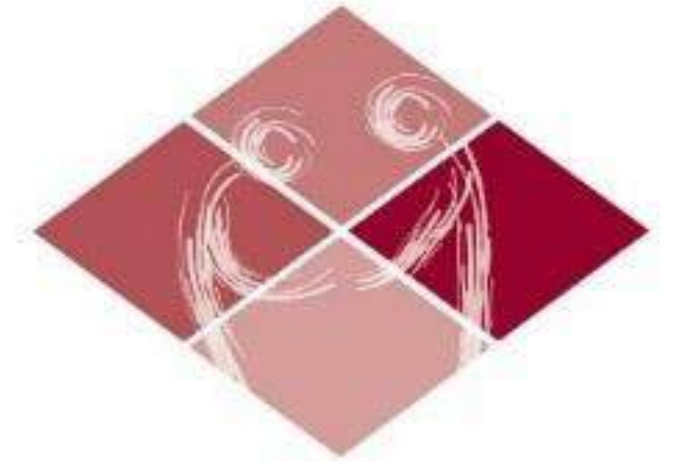
Department of Health & Aged Care




- **What CHSP Providers should do:**
 - Inform Staff of changes
 - Update any systems, processes and policies
 - Inform existing clients that services are continuing and there will be little to no impact
 - Track progress via the SSD resource [Aged Care Act Ready Checklist](#)



Department of Health & Aged Care



- **CHSP Extension 2025-2027: Provider Update**
 - What providers need to know about the 2025-2027 extension and associated Programs
 - Next steps including Grant Opportunity Guidelines for the 2025-2027 extension
 - [Link to view and read](#)

 Australian Government
Department of Health and Aged Care

Commonwealth Home Support Programme (CHSP) 2025-27 Extension

Provider update – December 2024

The CHSP has been extended from 1 July 2025 to 30 June 2027. Existing CHSP providers will be issued with a new grant agreement, an Activity Work Plan and revised supplementary terms and conditions. This fact sheet outlines what existing CHSP providers need to know about the 2025-27 extension and associated program changes.

Aged care reforms

The Australian Government is reforming the aged care system to make it simpler, fairer, and safer for older people. These reforms will make comprehensive changes to improve in-home aged care, including the CHSP.

- The [Single Assessment System](#) commenced 1 July 2024, which simplifies assessments to make it easier for older people to access different services as their needs change.
- The [new Aged Care Act](#) will take effect from 1 July 2025.
- The Support at Home program will replace the [Home Care Packages Program](#) and [Short-Term Restorative Care Programme](#) from 1 July 2025. The CHSP will become part of Support at Home **no earlier than 1 July 2027**.

For more information see [Aged care reforms and reviews](#).

Changes to CHSP under the reforms

Under the CHSP 2025-27 extension, there will be changes to the way that services are funded, regulated, and delivered. These changes will help ensure providers are compliant with the new Aged Care Act and prepare for transition to Support at Home no earlier than 1 July 2027.

This fact sheet outlines the changes to CHSP under the new Aged Care Act, including administrative adjustments to services that provide direct care to clients and a transition pathway for those that support the broader aged care sector. Unless stated otherwise, all the changes described will come into effect on 1 July 2025.

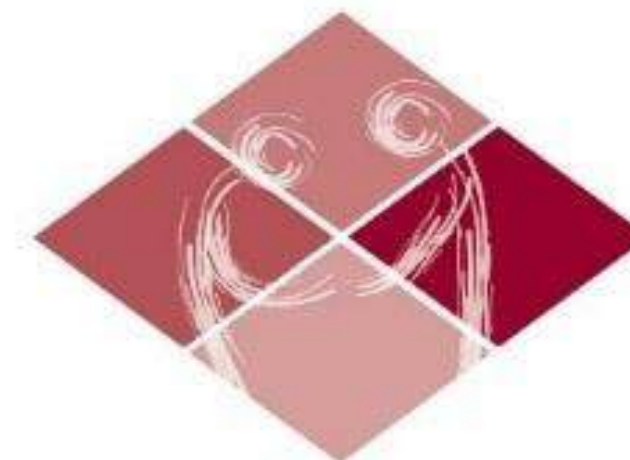
For further information, see [CHSP reforms web page](#).

Changes to CHSP services

There will be changes to the CHSP service list. This includes new service type names and descriptions, including inclusions and exclusions.

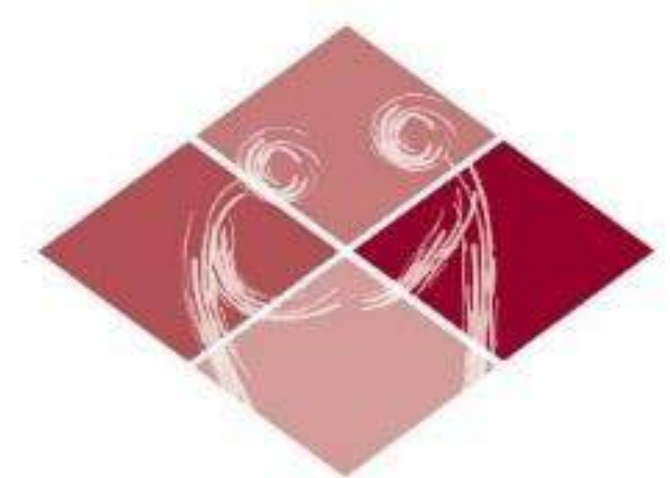
CHSP 2025-27 extension – provider update (December 2024) 1

Grants



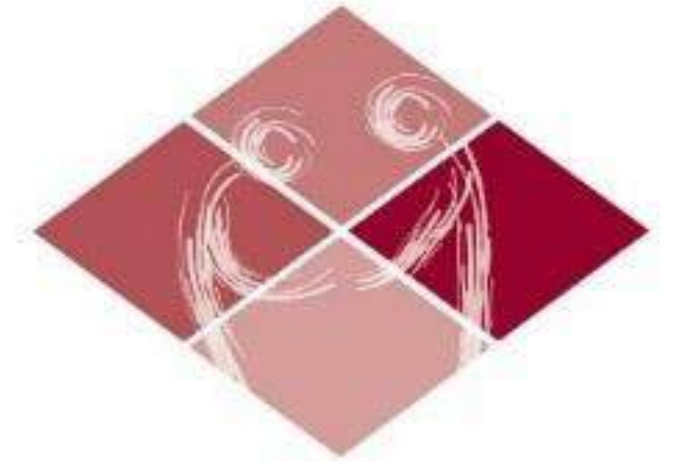
- [Support At Home and new Aged Care Act Transition Support 2024-2025](#) – G07421 – Closes 2:00pm 25 Feb 2025
 - This grant opportunity will be open to HCP and CHSP providers, providing one-off funding of \$10,000 in the 2024-25 financial year towards the cost of IT system upgrades to meet the obligations under SaH, the CHSP and the Aged Care Act 2024.
- [Commonwealth Home Support Programme \(CHSP\) Emergency and Critical Need 2024-25](#) – G07393 – Closes 2:00pm 30 April 2025
 - This grant is to assist CHSP providers with financial support to respond to unforeseen and exceptional circumstance such as natural disasters, pandemics and vital equipment failure.

Aged Care Quality & Safety Commission



- **Liz Hefren-Webb has been appointed as the new Aged Care Quality & Safety Commission – Commenced on January 20, 2025**
- <https://www.health.gov.au/ministers/the-hon-anika-wells-mp/media/liz-hefren-webb-appointed-as-aged-care-quality-and-safety-commissioner?language=en>

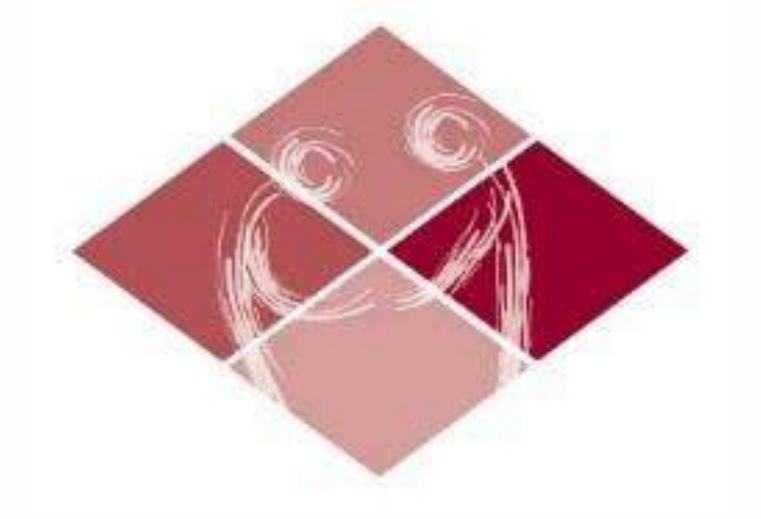
Aged Care Quality & Safety Commission



- **Sector Performance Report (Q1 July – Sept 2024)**
 - 73% of home services met requirements
 - Quality Standards 2, 3, 7 & 8 had the lowest compliance rates
- **Quality Standards with lowest compliance**
 - Effective governance systems (78%)
 - Risk Management systems and practices (83%)
 - Clinical Governance framework (86%)
 - Assessment and planning informs safe and effective services (86%)



Sector Support & Development



- **Will be funded for one year (2025-2026)**
 - Consultation process to reform SSD
 - Aim to increase clarity and structure to support all in-home aged care providers, not just CHSP
- **Future aims:**
 - Support capacity building
 - Better enable the carer workforce and volunteers
 - Have more structured funding for peak bodies and sponsorship arrangements

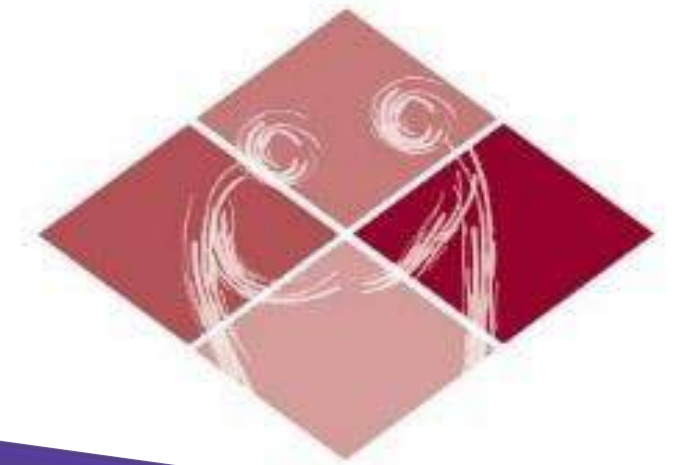
CHSP Volunteering Opportunities Booklet



- To help promote volunteering positions in CHSP
- Looking to expand and create a booklet for providers in Bankstown, Fairfield and Liverpool
- Complete the following survey <https://www.surveymonkey.com/r/VolBooklet-SWS>



CHSP Futures Online Conference: Reimagining CHSP Together



- Tuesday 25th & Wednesday 26th March 2025
- \$100+GST per ticket
- Practical skills to support with reform transition
- Registration Now Open:
<https://events.humanitix.com/chsp-futures-online-conference>

**CHSP FUTURES
ONLINE CONFERENCE** NATIONAL CHSP
CONFERENCE
COLLABORATIVE

REIMAGINING CHSP TOGETHER

REGISTRATION NOW OPEN

Registrations for the **CHSP Futures Online Conference: Reimagining CHSP Together** on 25 & 26 March 2025 are now OPEN.

This conference offers an engaging, accessible and affordable opportunity for CHSP providers and community stakeholders to keep up to date with changes impacting on CHSP.

It is designed to support providers in delivering services that respect the cultural needs and life experiences of individuals while ensuring services remain dignified, responsive, and impactful.

Reimagine our future with a focus on four current priorities:

- Future focus for **compliance and regulation**
- Opportunities for futures **workforce strategies**
- Future shaping of **service provision and capacity**
- **Sustainability and viability** for CHSP

Together, we can shape the future of CHSP and entry level aged services across Australia.

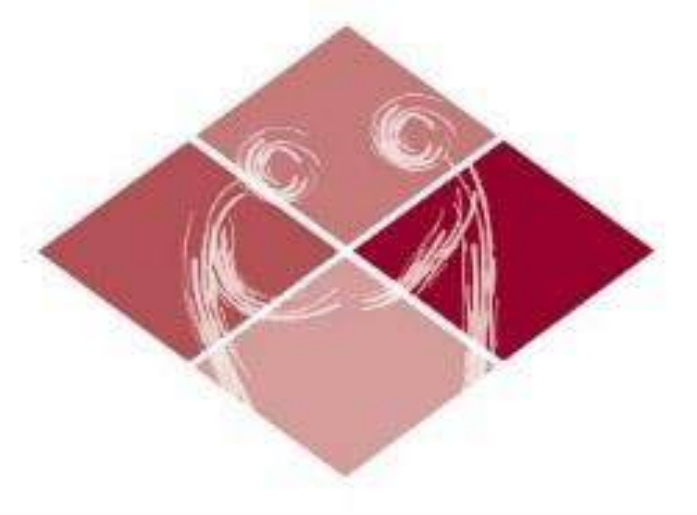
Dates: Tuesday 25 March + Wednesday 26 March 2025
Time: 10:00 am AEDT
Where: Online via Whova
Cost: \$100 + GST
Tickets are subsidised to allow as many of your team as possible to attend

Register now via Humanitix:
<https://events.humanitix.com/chsp-futures-online-conference>

Or via QR Code:

This event is brought to you by the National CHSP Sector Support & Development Conference Collaborative.
Funded by the Department of Health and Aged Care.

Training for CHSP Providers

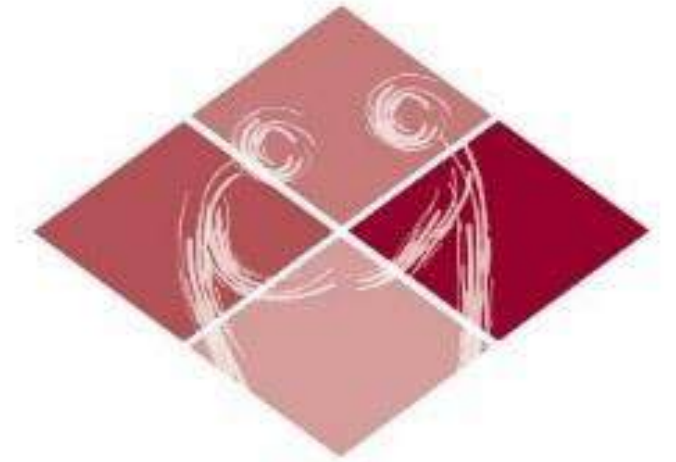


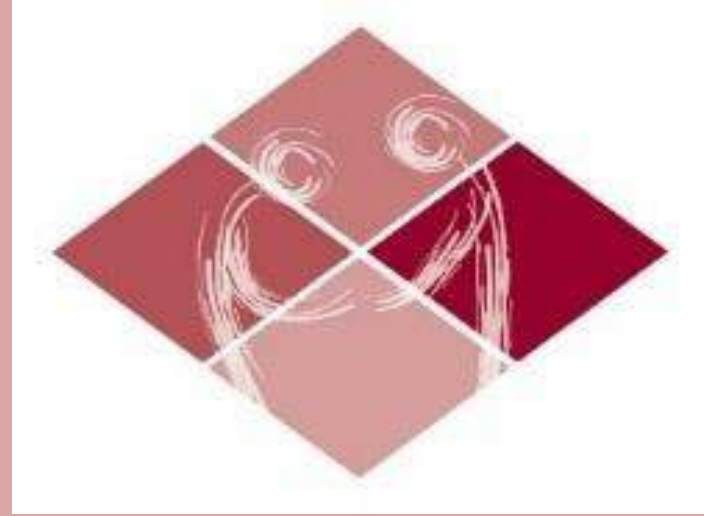
- **Visit the MDS SSD Humanitix Host Page for training opportunities**
 - CHSP provider training for staff and volunteers: [MDS Sector Support and Development | Humanitix](#)
 - MDS SSD can support CHSP attendance to the CHSP Futures Online Conference – complete this survey: https://www.surveymonkey.com/r/CHSP_Futures_Online_Conference_MDS-Sponsorship
- **Visit the Support Services Website**
 - [Home - Support Services | Inclusive and Diverse Comm](#)



Contact Us

- **Krystle Sands (She/her)**
 - CHSP Sector Support & Development Coordinator
 - Macarthur Disability Services (MDS)
 - E: krystle.sands@mdservices.com.au | M: 0457 507 416
- **Eunice Sansour (She/her)**
 - SWS Sector Support and Development Officer
 - Inclusive and Diverse Communities Inc (IDC)
 - E: ssdo@tmn.net.au | M: 0451 172 653





Thank You

**A Network of Services Working Together to Support Older People
and their Carers to remain Independent in the Community**



Care Finder Program

Aged Care Services

CARE FINDER

The Benevolent society are offering Care Finder Services to provide face to face support for vulnerable older people to interact with my aged care, access aged care services, safe housing and other relevant supports in their local community.



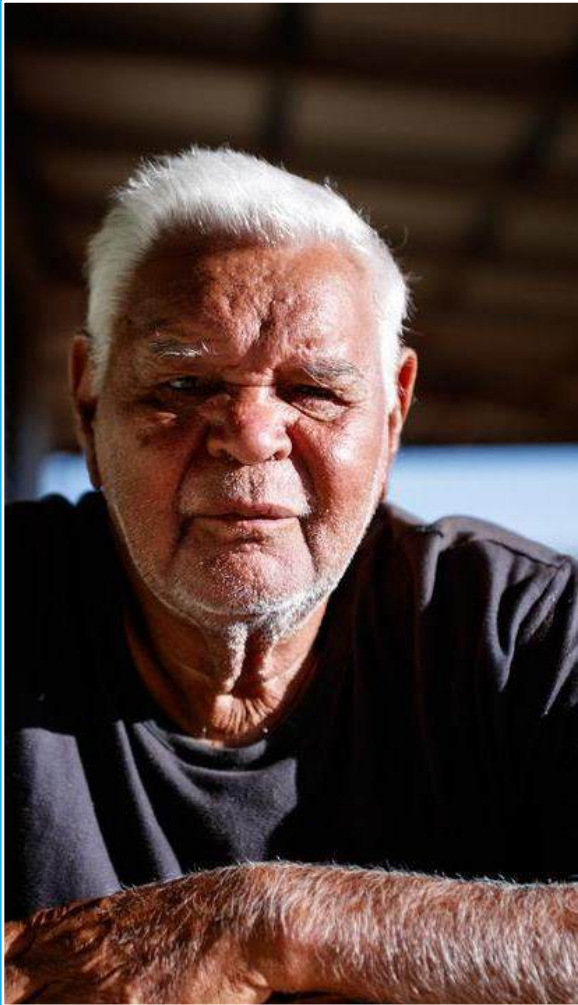
How we help



A care connector will meet with the client at a place and time of their choosing

We will support and guide seniors accessing the Aged Care System and stay with them until they have secured the care they need

Once the required support has been secured, we will check in and ensure they are happy with the services they are receiving



Who is eligible?

Australian's over 65 or 50 if Aboriginal or Torres Strait Islander

50 years and older (45 + If Aboriginal or Torres Strait Islander) who are low income and are homeless or at risk of homelessness.

Do not have a support person who can assist them to navigate these services

AND HAVE ONE OR MORE OF THE FOLLOWING

Hesitant to engage with aged care or the government

English as a second language

Cognitive impairment and or learning difficulties

Difficulty understanding the aged care system and make decisions about care needs

You are or will be in an unsafe situation if you do not receive services

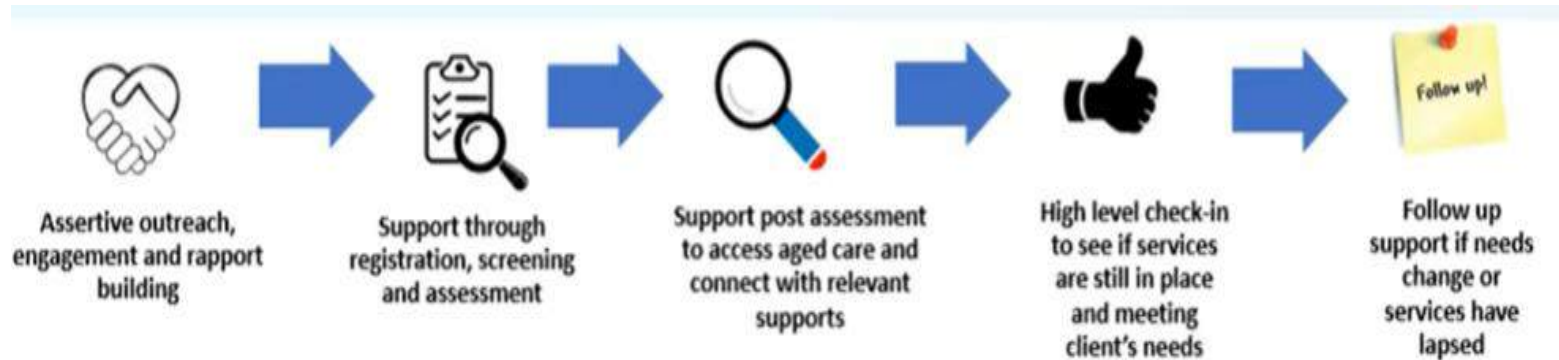
Part of the LGBTIQ+ community

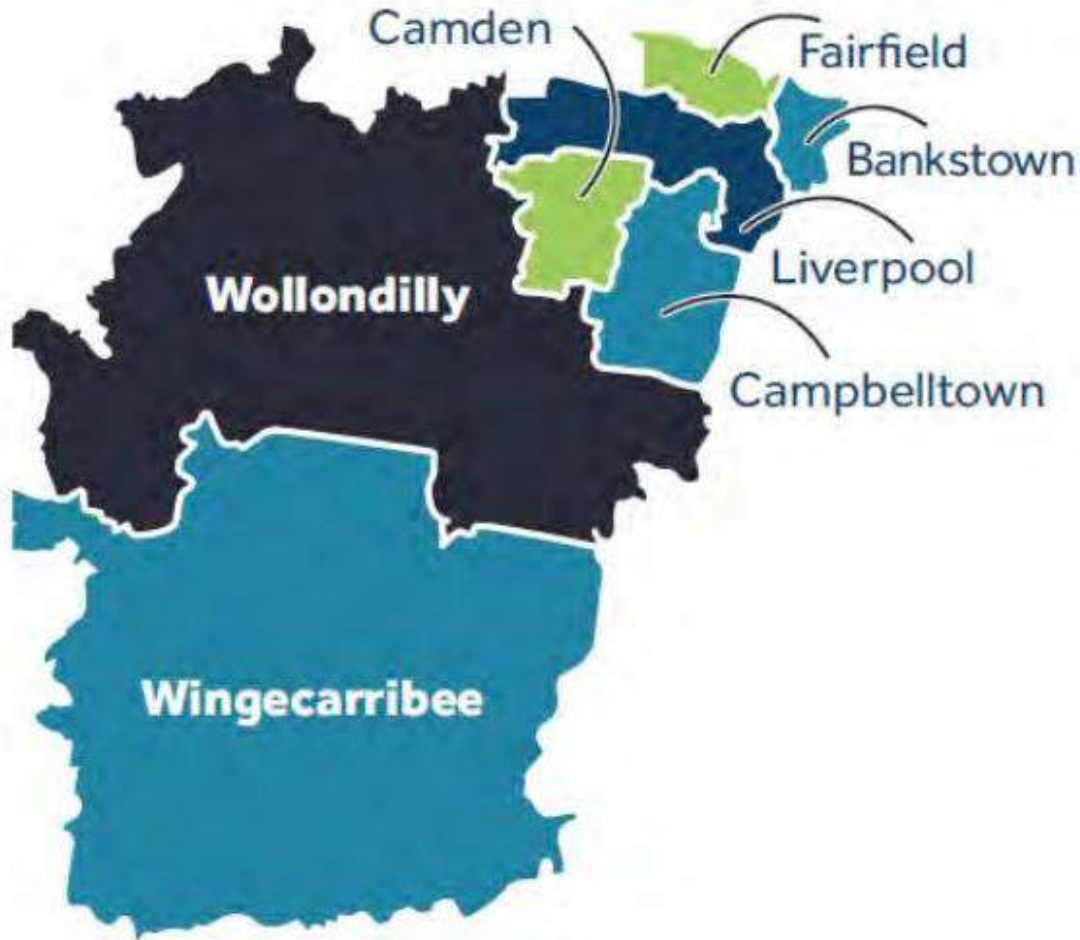
What if the client is not in this demographic?

If the client does not fall into these eligibility requirements, please contact one of our care connectors who will assist you in referring the client to a more suitable program and/or service



Care Finder Functions





TBS CARE FINDER SERVICE AREA - --- SWSLHD

What can we support your clients with?

Assist them to understand the types of supports they might be entitled to

Communicate with My Aged Care on their behalf and then support them through the assessment process

Finding suitable service providers in their areas

Connecting them to other supports in the community such as health services, legal, social, housing, financial assistance

Short term and intensive case management, not time restricted

Face to face client meetings preferred, one on one case management

Have challenging or multiple complex health/social issues, are not connected to the right care and do not have a support person to assist them



Case Study 1

AC 84 years old male (Italian) , multiple hospital admissions due to regular falls. Diagnosed with dementia, no children or family support. AC's wife (Filipino) diagnosed with Alzheimer's. AC was also diagnosed with Bladder Cancer but was unaware of his diagnosis.

Couple have been scammed a few times and started to fall behind in rent due to funds going missing from their account which threatened to make them homeless.

CF became involved after a referral was made from the hospital. CF met with the couple and immediately called ACAT and advocated for AC to be put on priority assessment list. This was approved. CF was present for assessment which occurred 1 week later and then advocated for AC's package to be prioritised which was assigned at a level four within 3 weeks. CF organized services through a provider, advocated to the real estate to set up a payment plan for rental arrears, linked him with specialists to take care of health needs, organized an OT through the provider and was present during assessment to make the house safer, provided AC a mobile phone so he could be contacted and put AC in touch with his niece who lives interstate. AC is now safe at home with assistance and is in regular touch with his niece.

Case study 2

- Mrs P – 82 years old Armenian/ Iraqi woman. Mrs P medical history includes congestive heart failure, hypertension, chronic kidney disease, high cholesterol, osteoporosis, asthma, atrial fibrillation.
- Mrs P a widow was socially isolated due to mobility needs and emotional/ physical/ financial abuse perpetrated by her sons. Both sons were known to police and SWSLHD. Both non-compliant to Community treatment orders (CTOs)
- Mrs P was referred to us by ACNA post hospital admission. Mrs P was hesitant to engage due to fear of “scams”. We assisted her to register with MAC, Supported her through the initial RAS assessment, connected her to CHSP provider. Advocated and lobbied for an ACAT assessment. Referred her to Seniors Rights and Advise. Worked in partnership with hospital social worker, Braeside social workers and community nurses.

Trends in needs

- Culturally and Linguistically Diverse
- Isolated or have no support person
- Mental health
- Hoarding and squalor
- Legal services
- Tenancy services
- Housing
- Socio economic disadvantage
- Poor literacy and numeracy
- Difficulty processing information to make decisions

Trends in needs continues

- People at risk of ending up in a crisis in the near term
- People whose past experiences mean they might be hesitant to engage with aged care, institutions or government.
- Dual diagnosis e.g. seniors who experience problems with alcohol and other drugs who might also experience mental health issues
- Prevalence of hearing loss and vision impairment (leading to accidents or injury)

How to contact a care connector



Phone: 1800 236 762

Email:
customercare@benevolent.org.au

Website:
<https://www.benevolent.org.au/referrals/aged-care-support-referral>



Other helpful sources:

My Aged care
1800 200 422

Carers Gateway
1800 422 737

National Dementia Helpline
1800 100 500

**Older persons Advocacy Network
(OPAN)**
1800 700 600



South West Sydney Ageing Forum

A Network of services working together to support older people and their carers to remain independent in the community.

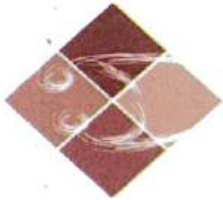
<https://supportservices.org.au>

2025 SWS Ageing Forum Meetings calendar

Registration: 9.45am

Dates	Mode	Details	Time
4 February	Hybrid	Host: Liverpool City Council Venue: TBC Chair: Paola Jamett-Caru Minutes: Lisa Lam	10am-11.30am
1 April	Online	Chair: Krystle Sands Minutes: Simone Lucidi	10am-11.30am
3 June	Online	Chair: Eunice Sansour Minutes: Krystle Sands	10am-11.30am
5 August	Hybrid	Host: Fairfield City Council Venue: TBC Chair: Danielle Taylor Minutes: Paola Jamett-Caru	10am-11.30am
14 October	Online	Chair: Simone Lucidi Minutes: Sandra Loyola-Sandoval	10am-11.30am
2 December	Face to face	Host: Canterbury Bankstown Council Venue: TBC Chair: Sandra Loyola-Sandoval Minutes: Eunice Sansour	10am-12.00pm

SWS Ageing Forum Executive		
Eunice Sansour	Krystle Sands	Simone Lucidi
SWS Sector Support Development Manager Inclusive and Diverse Communities 0451 172 53 ssdo@tmn.net.au	Sector Support Development & Training Macarthur Disability Services 02 4621 8400 Krystle.sands@mdservices.com.au	Business Development & Community Engagement Manager Leigh Place Aged Care 9772 4928 simone@leighplace.com.au
Lisa Lam Danielle Taylor (Secondment)	Paola Jamett-Caru	Sandra Loyola-Sandoval
Community Projects and Partnerships Officer (Ageing, Disability and Gambling) Fairfield City Council 9725 0441 llam@fairfieldciy.nsw.gov.au dtaylor@fairfieldcity.nsw.gov.au	Community Development Worker Aged and Disability Liverpool City Council 8711 7408 jamett-carup@liverpool.nsw.gov.au	Community Development Officer - Ageing City of Canterbury Bankstown 9707 9464 Sandra.loyola-sandoval@cbc.city.nsw.gov.au



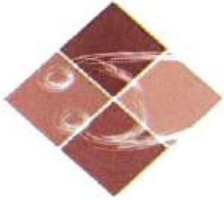
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<https://supportservices.org.au/sws-ageing-forum/>

Attendance List – Meeting – 4 February 2025 10-11.30am – Lurnea Community Hub

First name	Last name	Contact Number	Email Address	Signature
Annette	Fenton	466271960	afenton@australianunity.com.au	<i>A. Fenton</i>
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Kimberley	Rainer	477386412	kimberley.rainer@health.nsw.gov.au	
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Dat	Nguyen	488162326	dat.nguyen@homecaring.com.au	
<i>Michael</i>	<i>Andrews</i>	<i>hol</i>		
<i>Keri</i>	<i>Cullen</i>	<i>0461 500491</i>	<i>keri.cullen@khs.com.au</i>	



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First name	Last name	Contact Number	Email Address	Signature
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Saffa	Dandan	287103060	info@chcservices.com.au	
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Fiona	Doyle	417277214	fdoyle@opensupport.org.au	<i>Fiona Doyle</i>
Kara	Crompton	417277214	fdoyle@opensupport.org.au x 2.	
		418381051	kara.crompton@dementia.org.au	

Sandra Loyola-Sandoval CCB

Paola Jamett-Cam LCC

SK-S.

Be.



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First name	Last name	Contact Number	Email Address	Signature
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	Tsoukalas-			
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Thida	Cheav	0403488878	Tcheav@baptistcare.org.au	
Kieunga	NGO		Kieunga.ngo@benevolent.org.au	



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First name	Last name	Contact Number	Email Address	Signature
Hayley	Orr	0429 334263	hayley.orr@campbelltown.nsw.gov.au	
Peter	King	0434 183 154	peter.king3@health.nsw.gov.au	
Jacqueline	Andres	0481 095 896	jacqueline.andres@benelot.org.au	
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Simone	Lucidi	0615836462	Simone@highplace.com.au	
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